

Application Processing Delays

Our goal is to process the application as expeditiously as possible. There are a number of factors that have a dramatic impact on the timely processing of applications. Please keep the following factors in mind.

Criminal Record Clearance Problems.

If the Live Scan form is not completed correctly or with inaccurate information, the Department of Justice may not be able to provide the criminal record clearance information that ACS needs to approve the application.

If the applicant has been convicted of a crime, been arrested or had a child abuse hit (this applies to group home applicants); then, the application may be delayed for approximately 75 days or more. In these cases, the Criminal Background Check Bureau (CBCB) will (1) send the applicant a letter notifying them of the problem, (2) review the criminal history information and (3) make the final decision regarding granting the individual a clearance, exemption or taking administrative action. Once CBCB makes the final decision, they will transmit that information to ACS.

CBCB can be contacted at (888) 422-5669 and has specific information about the criminal record exemption process available on this website under the fingerprinting tab.

Incomplete Applications

If the application is missing the nonrefundable fee, documents or information; then, it will be returned to the applicant. In order to continue the process, the applicant must resubmit the package and include the missing documents or information.

Poorly Copied or Ineligible Documents

If the information is difficult to read; then ACS may have to contact the applicant or return the document.

In order to reduce fraud attempts and facilitate the application review process, the applicant should send the original course certificate and keep copies for their records.

Waiting until the last minute

On the average ACS receives at a minimum 600 administrator renewal applications a month. Each month, we return approximately 10% of the applications as incomplete.

ACS recommends that the applicant send in the renewal application as soon as the requirements for a new certificate are met, as this action will allow ACS sufficient time to process the application.